# Codes: % of MetroCall 311 Entries not Resolved

Measurement Method: The percent of work requests driven by citizen complaints that are not resolved
Why Measure?   To see how well Codes & Regulations is meeting citizen needs
What is our goal?   Reduce the % of MetroCall 311 entries not resolved
How are we doing?   YTD Goal = < 10%; YTD Average = 14%; MTD = 27%

% of MetroCall 311 Entries not Resolved
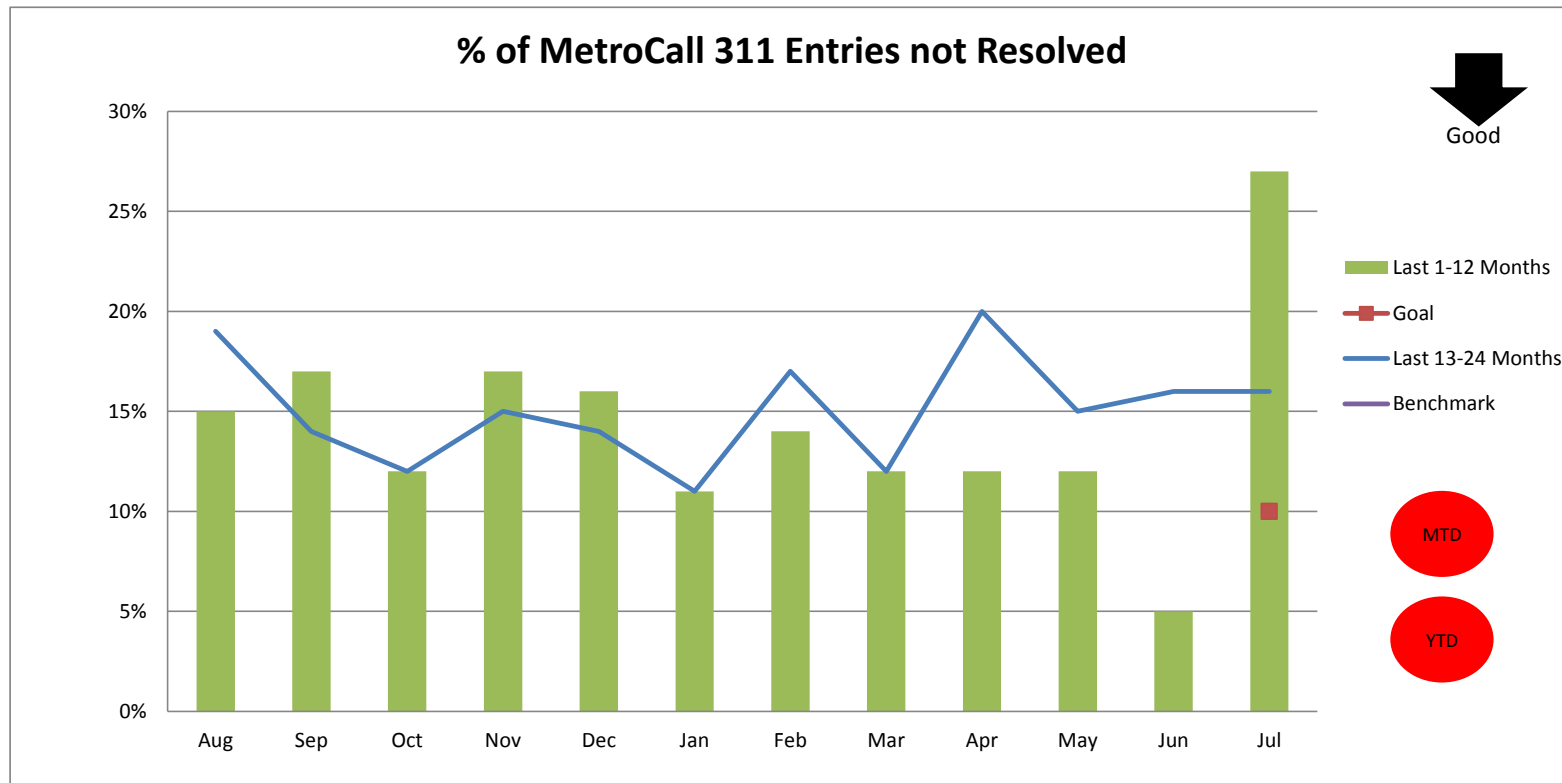
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	19%	14%	12%	15%	14%	11%	17%	12%	20%	15%	16%	16%	15%	15%	3%	N/A
Last 1-12 mos.	15%	17%	12%	17%	16%	11%	14%	12%	12%	12%	5%	27%	14%	13%	5%	N/A